



technicalTM

Supporting Enterprise Networks and Operating Environments

SUPPORT

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**Are Your
Strategies
In Check
for the
Year 2000?**

<http://www.naspa.net>



FROM THE EDITOR

Dear NaSPA member,

"We have nothing to fear but fear itself." When Franklin D. Roosevelt made this famous statement at his first inaugural address in 1933, he obviously did not know about the advent of computers, much less the Year 2000 dilemma that would face the computing industry more than six decades later. Fear, as we all know, can be a tremendous motivator.

Some people view the media coverage the Year 2000 challenge has received as a lot of "fear mongering," but as computing professionals, you know the challenge exists; it's not hype. The Year 2000 problem is very real and its impact on you and your company could have far-reaching consequences.

With little more than two years before the new millennium, it's hard to believe that for many sites upper management still has not "bought into" the Y2K and the effort required to resolve it. As C.E. Scott points out in his article, "Formulating Your Battle Plan for Year 2000 Conversion Project Costs," maybe management hasn't been told how much this endeavor will cost. As systems professionals, you possess the knowledge and skills to calculate the costs and present your case to upper management. Not a wise career move, you say? Well, once you read Gerhard Adam's article, "Year 2000: Business and Legal Ramifications," you may change your mind.

In this issue, as well in the months ahead, *Technical Support* will take you behind the scenes to find out what other companies are doing to meet the Y2K challenge. Additionally, future articles will address, in detail, the steps your company can take to ensure that you will, in C.E. Scott's words, be Y2KOK.

Call for Articles

Do you have expertise with one (or more) of the following topics and would like to share your knowledge with your colleagues in the pages of *Technical Support*? If so, send me an email (editor@naspa.net) with a brief note about the topic you wish to write on and your mailing address so I can send you a copy of the Writer's Guidelines.

Technical Support is looking for editorial on the following topics:

- Optimizing and troubleshooting Windows NT 4.0
- Networking with Windows NT 4.0
- Supporting NT Server/Workstation 3.51/4.0
- MQSeries
- OS/390
- Internet security
- Network security
- CICS
- DB2
- Year 2000
- MVS internals

Additionally, if you have a particular topic you would like *Technical Support* to address, please send me an email. Your comments and ideas are what make *Technical Support* the premiere "how-to" publication for network and systems professionals!

Sincerely,

Amy B. Novotny
Editor

PUBLISHING

Publisher

Jerry Seefeldt, Ext. 110
jerry@naspa.net

Editor

Amy B. Novotny, Ext. 123
or (407) 296-5050
editor@naspa.net
103323.2556@compuserve.com

Art Director

Debbie Pflanzner, Ext. 124
graphics@naspa.net
71502.322@compuserve.com

Production Assistant

Andy Risser, Ext. 109

Membership Administrator

Jeanie Bucher, Ext. 116
mbrship@naspa.net

Membership Assistant

Pat Berggren, Ext. 115

Marketing Manager

Meg Marredeth, Ext. 106
mbrmktg@naspa.net

Technical Editors

Gerhard Adam, Eric Allred, David Anderson,
Mark Bell, David Brickey, Jeff Furman,
Sarah Genn, Israel E. Gotay, John E. Johnston,
John D. Kinne, David Kreuter, Leo Langevin,
Dwight S. Miller, Jim Moore, Steve Pryor,
Fred Schuff, Al Shing, Richard B. ViPond,
Guy C. Yost

Advertising Sales - Midwest, West & International

Jerry Seefeldt, Ext. 110
market@naspa.net

Advertising Sales - East Coast

Cal Hart
(908) 495-6660
calhart@exit109.com

Administrative Assistant

Jenny Rutzinski, Ext. 100
sales@naspa.net

Technical Services Supervisor

Michael J. Czarnecki, CNA, Ext. 105
helpdesk@naspa.net

List Services

Aggressive List Management, Inc.
(847) 304-4030

CORPORATE

President

Scott Sherer
sherer@naspa.net

Vice Presidents

Emit Hurdelbrink
hurdemi@naspa.net
Amy Novotny
editor@naspa.net

Treasurer

Margaret Zizis
offmgr@naspa.net

NaSPA BOARD OF DIRECTORS

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Emit Hurdelbrink, Radi Shourbaji,
John Suchodolski

7044 S. 13th Street, Oak Creek, WI 53154
(414) 768-8000, (414) 768-8001 Fax
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(414) 768-8000, Ext. 116 or email mbrship@naspa.net

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at SunGard Securities Systems:
A Journey in Multi-Platform
Project Management

By Clark Kender

This article examines the strategies that the author's company, SunGard Securities Systems, developed to deal with the Y2K challenge.

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- 16** Why We're Not Working on the Year 2000
Common Myths and Misconceptions

By Gerhard Adam

This article addresses the prevalent comments/attitudes in many organizations toward the Year 2000 and provides responses to these arguments, as well as guidelines for increasing awareness.



- 20** Formulating Your Battle Plan for Year 2000
Conversion Project Costs

By C.E. Scott

Assessing your site's Year 2000 conversion costs and presenting them to management is a lot like going to battle. However, armed with the most conclusive cost estimates and the right tools, you'll be prepared to present your case to upper management and gain their cooperation and support to win the Y2K war.

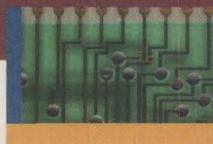


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Failing to achieve Year 2000 compliance can have a far-reaching impact not only the IT organization, but on those individuals it employs, including the technicians. While most technicians view this problem as just another project, they remain largely uninformed of the full range of legal consequences.

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- 44** Chicken Soup for Administrators: Part II — Dealing With Vendors and Developers to Meet Business Needs

By Guy C. Yost

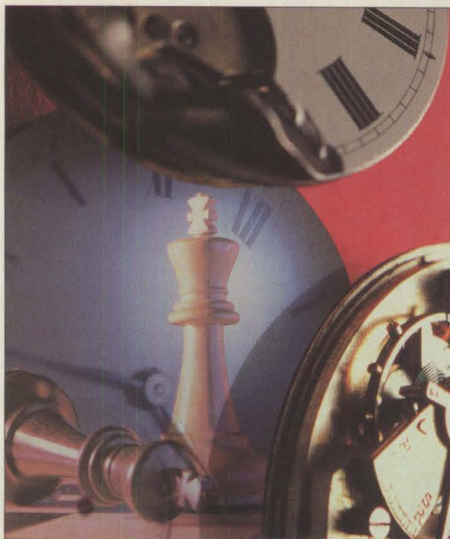
This article examines the process of choosing and obtaining products to meet business needs, and dealing with broken or undelivered promises from vendors and developers.

- 48** Capacity Planning for Web-Based Internet Business Services

By Eric D. Ho and Michael E. Matchett

This case study is designed to illustrate the approach and methodology of a performance and capacity study of a real-world Internet-based application.

**Members — Please note the NaSPA Domain Name Server (DNS)
Address has changed from 199.201.66.2 to 208.18.176.2**



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Innoval's Surf'nRexx

BY MICHAEL NORTON

THE MORE THINGS CHANGE...

Although I learned to code because software for PCs was hard to come by, I continued to code because it seemed as if software packages never did exactly what I wanted them to do. This phenomena has traditionally been more tolerable in the PC marketplace, where software limitations are accepted as the price of our vice for off-the-shelf software, with its consequential generic blandness and inflexibility, than in the corporate enterprise software marketplace, where businesses pay a premium for precise solutions. PC software developers have attacked the classic environment/customizability problem with more code (meaning much is never used by anyone) rather than tailoring solutions, which is why it now seems that many PC software packages today are, to use a politically correct term, "disk space challenged." Usually these are aspersions toward Microsoft, but it really isn't all Redmond's fault. We're all guilty of buying the thickest novel at the airport or the software box filled with the most disks.

NO MAGIC BULLET SOFTWARE

Of course, sometimes the thickest novel is, in fact, the best and sometimes the correct software consumes the most disk space, which is why we usually leave it to humans rather than computers to make such judgments. Last month, I examined Lotus Domino's Web Server, which is a monolithic solution to the problem of setting up a corporate intranet. Indeed, my only real criticism of Domino is that it may be more than what is needed for many situations, which is a sort of backhand compliment, I suppose. There is no magic bullet software, however, and no solution is right for everyone; rather, there are alternatives.

**REXX, with its marvelous
string handling facilities,
is a natural language
for undercover Internet work,
even better than PERL
in my estimation.**

One alternative I can envision is using REXX scripting. REXX has preoccupied my attention of late, I suppose because of the CrossWins product I discussed a few issues ago, or perhaps because SofTouch just released the Object REXX SuperSet/2. Moreover, a number of you expressed interest in the REXX FTP routines discussed a few issues back, and hence another REXX package caught my attention: Surf'nRexx, from Innoval.

Surf'nRexx is a package of 18 REXX functions in one DLL for performing various Internet activities such as sending and receiving mail or newposts, retrieving web pages, and, of course, transferring files via FTP. While socket REXX functions are available elsewhere, Innoval has put together

a superior package ergonomically: The functions are more natural than low-level socket programming emulation. And certainly no one has done quite as nice a job of putting together a useful sample package as Innoval. Indeed, Innoval is shrewdly marketing the product as a development package and as utilities for surfing the 'net. The concept is rather nifty: The sample code is mature enough to be functional and useful. For example, Surf'nRexx ships with a variety of utilities such as the FTP routines I described in previous columns, including FTPSEND, FTPNEW, FTPCOPY, and HOBBNEW, which skims incoming files at the venerable Hobbes NMSU site. All major Internet/intranet facilities, with the exception of the IRC, are represented in the Innoval Surf'nRexx functions package utilities/samples, including FTP, USENET, and the World Wide Web (WWW). A complete list of the utilities and command syntax is included in Figure 1.

The ingeniousness of this arrangement is that these utilities not only can be modified for specific applications, but, as you can see from the syntax, they were designed to be units of work themselves to be called from REXX routines. Indeed, the Innoval Surf'nRexx utilities are useful straight out

Figure 1: Innoval's Surf'nRexx Utilities Also Function as Sample Code

```
[Text box including the following list:]
FTPCOPY ftpfilename pcfilename userid password
FTPNEW server userid password list
FTPSEND pcfile ftpfile userid password
GETMAIL server userid password pcfile
HOBBNEW pcfile
MAILNEW server userid password pcfile
NEWSPST server posting
SENDNOTE server note mailto
WEBCOPY webfile pcfile [-g]
WEBCRAWL page pcfile
WEBINFO pagelist pcfile
WEBNEW pagelist pcfile
```